



Annie App for Clinicians

User Manual

VA



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User Manual

Table of Contents

Overview	1
The Basics	2
Prerequisites	2
Logging in	2
Learning about the app	3
Understanding and switching to Staff View, Admin View, Broadcast Admin and/ or System Admin	3
Logging out	3
Staff View	4
Patient Summary	5
Patient Search	5
Searching for a patient	5
Protocols in Staff View	6
Understanding protocols	6
Writing an ideal message	7
Viewing and filtering protocols	9
Assigning a new protocol	10
Reviewing protocol edit history	11
Editing or viewing a protocol	12
Adjusting the account settings to register and update your patient's information	16
Message History	17
Viewing a patient's message history	17
Filtering message history	18
Reports	19
Viewing your patient's reports	19
Adjusting the reports	20

Admin View	21
Understanding protocols.....	21
Writing an ideal message	22
Adding a protocol	24
Reviewing protocol edit history	25
Editing or viewing a protocol	25
Enabling or disabling a protocol	25
Broadcast Admin	26
Adding a Broadcast Message	26
Sorting your Broadcast Messages.....	27
Editing a Broadcast Message.....	27
System Admin	28
Manage Staff.....	28
Text Commands	28
Measurement Settings	28
Appendices	29
Appendix #1: Project References.....	29
Appendix #2: Glossary	29
Help and Additional Information.....	29
Additional training materials for the Annie App for Clinicians.....	29
Help Desk Information.....	29
Emergencies.....	29



Overview

The Department of Veterans Affairs' (VA) Annie mobile application (app) is a Short Message Service (SMS) text messaging capability that promotes self-care for Veterans enrolled in VA health care. Patients using Annie receive automated prompts to track and monitor their own health and motivational/educational messages. Annie also sends VA appointment reminders and messages from the patient's local VA medical center.

NOTE: Annie is for patient self-care and not for direct texting between Veterans and staff.

The Annie App for Clinicians allows clinicians to use and create care protocols that allow patients to easily submit their health readings back to Annie. Messages and patients' data is stored in the Annie system where clinicians can view the texts and readings as needed.

The goal of Annie is to improve care quality, enhance patient engagement, reduce costs of care and provide connected care regardless how far away a patient lives to a VA medical facility. Veterans can sign up to use Annie any time for appointment reminders and broadcast messages from their VA medical facility. Self-care for chronic conditions is promoted with protocol messaging, helping patients monitor their own condition and follow their care plan. To participate in protocol messaging, a patient and clinician must discuss the benefits and risks and mutually agree on how Annie can support a care plan using tailored messaging.

Annie is named after Lieutenant Annie G. Fox, the first woman to receive the Purple Heart for combat. She was Chief Nurse in the Army Nurse Corps at Hickman Field, Pearl Harbor.

Annie is modeled after a successful United Kingdom National Health Service program, known as Flo for Florence Nightingale, where it has been used since 2010.

This user manual provides a step-by-step guide for using the Annie App for Clinicians.

The Basics

The Annie App for Clinicians offers:

- Staff View – Find and register a patient, view and assign a protocol, edit active protocols, review messages to and from a patient, see charts and tables of patient data.
- Admin View – Create and edit protocols assigned to patients in Staff View.
- Broadcast Admin – Send messages on behalf of your VA medical facility to all Veterans who are registered in Annie and opt in to receive messages from your facility.
- System Admin (only available to a limited number of users) - Manage permissions for staff users, edit the response messages for Annie's text commands (Help, Pause, Resume, Start, Stop), set default values for measurements and create new measurement readings.

The Staff View is available to all users. You may also have Admin View, Broadcast Admin and/or System Admin privileges.

NOTE: Not everyone will have access to Admin View, Broadcast Admin and/or System Admin. While each clinician with appropriate scope of practice privileges will be able to assign and edit protocols for their patients, only some staff members will be able to create protocols and even fewer to send messages on behalf of the VA facility and/or manage permissions and set defaults.

The Annie App for Clinicians is a web app and can be used on Internet capable devices, such as a personal computer or tablet. It is available for Windows and iOS operating systems, and is supported by these Internet browsers:

1. Internet Explorer 11
2. Safari 7

Prerequisites

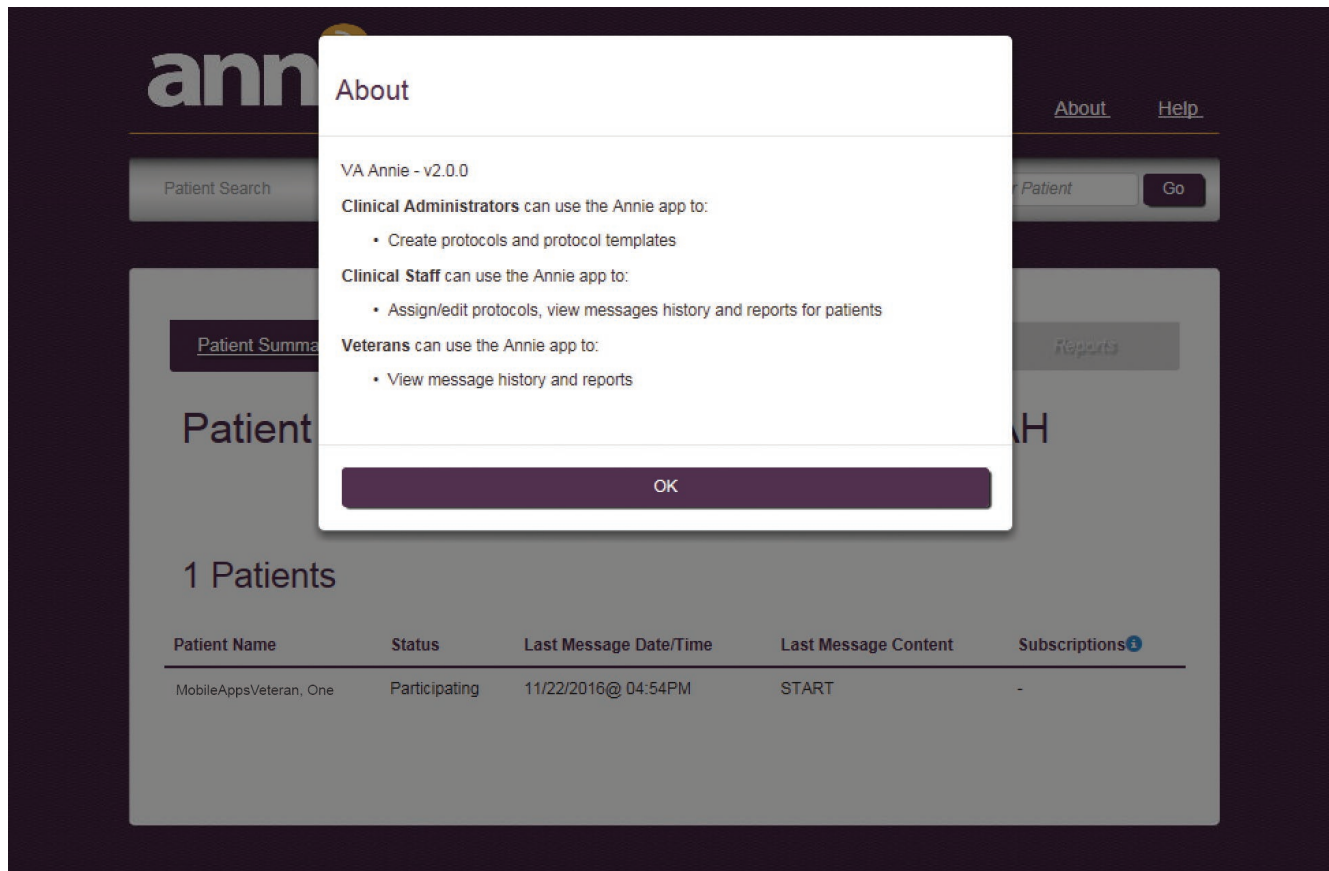
To use the Annie App for Clinicians, you must be a VA health care team member with Veterans Health Information Systems and Technology Architecture (VistA) credentials.

Logging in

Access the Annie App for Clinicians > Tap **Login** > Enter your VistA Username > Enter your VistA Password > Begin typing in a VA Hospital Location > A list of matching facilities will appear in a drop-down list > Tap your VA medical facility > Tap **Sign In**.

Learning about the app

Tap **About** in the upper right corner of the screen > A pop-up About box will appear that describes the function of the app for each type of user. Other resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on mobile.va.gov/app/annie-clinicians.



Understanding and switching to Staff View, Admin View, Broadcast Admin and/or System Admin

The Annie App for Clinicians has: Staff View, Admin View, Broadcast Admin and System Admin. The Staff View is available to all users, and depending on user rights, you may also have access to Admin View, Broadcast Admin and/or System Admin. If you are able to access Admin View, Broadcast Admin and/or System Admin, you can switch among them by tapping the greeting that says, "Welcome, [Your First Name]" > A drop-down menu will appear > Tap one of the potential opposing views: **Switch To Admin View, Switch To Staff View, Broadcast Admin** or **System Admin**.

Logging out

In the upper right corner of your screen, you will see a greeting that says, "Welcome, [Your First Name]." Tap on the salutation, and a drop-down menu will appear > Tap **Log Out**.

Staff View

In Staff View, there are five tabs that allow you to navigate:

- Patient Summary - See information on the patients you prescribed protocols to.
- Patient Search – Search for a patient by last name, full social security number (SSN) or first letter of last name combined with last four digits of SSN.
- Protocols – View and edit active protocols, audit changes made to inactive or active protocols, enable or disable protocols, assign protocols and adjust patient account settings.
- Message History – See the conversation history between your patient and Annie.
- Reports – See charts and tables of patients' health tracking data sent to Annie.

Tap on a tab to go to the corresponding screen.

The screenshot displays the Annie App interface for staff. At the top, the 'annie' logo is on the left, and navigation links 'Welcome MobileAppsProvider', 'About', and 'Help' are on the right. Below the header is a 'Patient Search' section with a search bar containing the placeholder text 'Search for Patient' and a 'Go' button. Underneath this is a row of five tabs: 'Patient Summary', 'Patient Search' (which is highlighted), 'Protocols', 'Message History', and 'Reports'. The main content area below the tabs is titled 'Patient Search' and contains the instruction 'To view a patient's information, please search for a patient.' Below this instruction is another search bar with the placeholder 'Search for Patient' and a 'Go' button. At the bottom of the search area, a note states: 'Valid Search Criteria (First Initial of Last Name + Last 4 of SSN, SSN, Mobile Phone Number, or Last Name)'.

Patient Summary

The Patient Summary tab provides you with all the patients that you have assigned protocols to and is a convenient way to view the patients you work with. The Patient Summary will provide you with a list including the patient's name, if the patient is participating in Annie, the date, time and content of the last message and the patient's subscriptions. To access the Patient Summary, tap **Patient Summary** > Tap the name of the patient and you will be taken to the protocols tab where you can see that patient's protocols.

Patient Search

Easily search for a patient by last name and/or social security number. You must first search for and select a patient before you can view his or her protocols, message history or reports.

Searching for a patient

The Patient Search will first seek to find patients already registered. If not located, it searches all patients within VA's Computerized Patient Record System (CPRS) at your medical facility. You may have to register a patient to use Annie using Account Settings before you can assign protocols (See 'Adjusting the account settings to register and update your patient's information' section). There are two ways to search for a patient: use the Patient Search bar at the top of the screen, or the Patient Search tab. Enter patient last name, full social security number in the format of XXX-XX-XXXX or first initial of last name and last four digits of social security number in search bar > Tap **Go** > A list of patients who match your search will appear > Tap the patient you would like to view > You will go to the patient's Protocols screen. The patient's name and additional identifying information will always display at the top of the screen in Staff View as you switch among the four tabs.

Protocols in Staff View

Once inside the Patient Record in Staff View, enable or disable protocols and audit changes made to inactive or active protocols.

Patient Search Search for Patient

MobileAppsVeteran, One

Account Settings

DOB: 11/18/1901
Age: 115
Mobile Phone: 1-123-412-3412
Status: Not Participating
Last Status Change: -

Gender: Male
SSN: 555-99-9968
 Resend Invitation

Patient Summary Patient Search **Protocols** Message History Reports

2 Protocols Assign New Protocol

Enabled (2) Disabled (0) Draft (0)

Active Protocol(s)

Pain Status ☒

Assigned On: 11/25/2016

Last Edited On: 11/25/2016

Facility: CHEYENNE VAMC

Focus Areas: Pain, PN

Edited By: MobileAppsProvider, One

Last Comment: Protocol Assigned

Filter

Search

Advanced Search

By Facility

By Measurement Area

By Focus Area

By Template Type

Understanding protocols

Protocols use templates that send to and collect information from your patient. Protocols can be accessed by any Annie App for Clinician's user, so you can use protocols other users have created. There are five types of protocol templates:

- **Vitals** – The Vitals template is to request and receive readings from patients, such as blood pressure. You will have the option for designating the lowest and highest valid readings for patients, as well as low level, critical low level, high level and critical high level readings that fall within the thresholds you set but are still of concern in the Reading/Alerts section of the Vitals template. Patients will receive alerts if their readings fall into these categories, if their readings are rising or falling rapidly or the repeat alert type and occurrence is reached, so be sure to create thresholds that are clinically relevant and that the alert messages you create tell patients what to do if their readings are too low or too high. **NOTE:** Additional messages to the patient may be triggered depending on the patient response.
- **Motivational/Educational** – The Motivational/Educational template is to send messages to patients that do not request a response, but help motivate or educate patients. **NOTE:** Pre-drafted Motivational/Educational messages are not built into Annie; you will need to write messages or edit a protocol that has already created motivational/educational messages.
- **Categorical** – The Categorical template is to request and receive measurements and information from patients that may be more qualitative than vital readings, such as mood over time. You can designate accepted responses, and whichever

response a Veteran chooses will trigger a specific response from Annie (e.g., acknowledging that a Veteran is “happy” or “sad”). **NOTE:** Additional messages to the patient may be triggered depending on the patient response.

- Yes/No – The Yes/No template is to request and receive a response to yes/no questions, such as “did you exercise today?” **NOTE:** Additional messages to the patient may be triggered depending on the patient response.
- Scaled Response – The Scaled Response template is to request and receive a numeric response to a question, such as asking the patient to rank their pain on a scale of one to ten. You can designate a value for the lowest and highest valid reading, and patients will receive an alert if their readings fall outside that threshold. **NOTE:** Additional messages to the patient may be triggered depending on the patient response.

NOTE: Different protocol templates can be linked together so that a specific response to a message triggers a chained template to send a message to the patient (e.g., a critically low caloric intake response can trigger a chained blood glucose template to send a message to the Veteran).

Chaining can be done between:

- Vital Templates
- Categorical Templates
- Yes/No Templates
- Scaled Response Templates

IMPORTANT: Messages sent to patients should NEVER reference Section 7332 information, which includes information pertaining to drug abuse, alcoholism or alcohol abuse, infection with the human immunodeficiency virus (HIV) or sickle cell anemia. VA’s approval to use the system is conditional on the exclusion of this information.

Writing an ideal message

Each protocol has a message area, which you can draft in the Admin View and customize in the Staff View, and will be the exact message the patient receives. **REMEMBER:** Messages are designed to motivate and help patients improve their self-care, so write all messages in ways that are inspiring and friendly. Here are a few examples of ideal messages:

- Service Message = “Hi, it’s Annie. Please take your Blood Pressure twice, average your readings, and send me the result in the following format: BP 120 80”
- Reminder Message = “Hi, it’s Annie again. I haven’t received your BP reading yet. Please send me the average of your two readings in the following format: BP 120 80”
- Message for Valid Reading = “I’ve got it. Thanks for sending your blood pressure reading. Annie”
- Message for Critical Low Level Alert = “Your BP is very low. The top is 80 or less, or the bottom is 50 or less. Please contact your health care team about your BP. Thanks, Annie”
- Motivational/Educational Message = “With a condition like high blood pressure, you are more important than your doctor. He or she just gives advice, but you must DO IT, which is harder. Annie”
- Motivational/Educational Message = “When measuring your BP, sit quietly and avoid talking for five minutes before you check. Take care, Annie”
- Yes/No Message = Did you complete your daily exercise? Reply “Exercise yes” or “Exercise No”
- Message for Negative Response to “Exercise No” = It happens. Maybe try walking around, get your blood pumping. You might feel better.”
- Categorical Message = “Hi, Annie here. How do you feel today? Please send one of the following responses: happy, sad, anxious, with the keyword “emotional” or “emo””

- Scaled Response Message = “Hi, this is Annie checking in. How would you rate your pain today on a scale of 1 to 10? Please send your response in the following format: Pain 2”

If you request a reading that requires the patient to respond, please include the format and key word they should use in their response within the Service and Reminder Messages, which are explained below. When a patient responds to a request from Annie to send in a reading (e.g., blood pressure measurement), the response **MUST START** with a keyword or abbreviation so that Annie understands the message. Annie uses these keywords to know what kind of information the patient is sending. The letters can be upper or lower case. Spelling has to be EXACT. Depending on the information the patient is sending, the message must begin with one of the following keywords or abbreviations (see terms in bold):

When Annie requests this information	The patient must start the message response with
Blood Pressure	BP or BLOOD
Pulse Oximetry (SpO2) or Oxygen level	OX or OXYGEN
Blood Glucose or Sugar	BG or GLUCOSE or SUGAR
Glucose Before Eating	BGB or BEFORE
Glucose After Eating	BGA or AFTER
Weight Loss	WE or WEIGHT
Caloric Intake	CAL or CALORIES
Amount of Exercise	EXE or EXERCISE
Temperature	TEMP
Pulse	PULSE

For example, if the request is to send in a temperature reading, then write the Service and Reminder messages to include the appropriate keyword or abbreviation. “Please send me your temperature in the following format: TEMP 98.” Again, if the patient responds without using the correct format, Annie will not understand the message.

Viewing and filtering protocols

First search for and select a patient whose protocol(s) you would like to edit or view. Then tap the Protocols tab > You will see three tabs, which show you patient Enabled (or Active) Protocols, Disabled (or Inactive) Protocols and Draft Protocols. Tap on the tab to see a list of the Protocols in each category. For each protocol, you will see:

- Status – Whether the protocol is “On” (Enabled) or “Off” (Disabled). **NOTE:** This is not available for Draft protocols that have not yet been assigned.
- Protocol – Name of the protocol.
- Assigned On – Date the protocol was assigned to the patient.
- Last Edited On – Date the protocol was last updated or changed.
- Facility – Where the protocol was assigned.
- Focus Area – They keywords associated with the protocol.
- Edited By – Name of the VA clinician who last updated or changed the protocol for this patient.
- Last Comment – Most recent note pertaining to the status of the protocol, which may be a comment from the clinician, a comment from the Veteran or an automatic message from Annie if a template end day has passed
- Audit Trail – Button that allows you to view all changes to an Enabled or Disabled protocol. **NOTE:** Draft protocols that have not yet been assigned do not have an audit trail.
- Edit/View – Button that allows you to view or edit the details of an Enabled or Draft protocol. **NOTE:** Disabled protocols cannot be edited.

You can also search for and filter protocols by using the Filter box on the left-hand side of the screen. Tap the arrow to the left of the protocol heading to expand or contract the Filter box > Type a keyword or protocol into the Search field, and tap the magnifying glass icon to the right of the Search field. You can also use the Advanced Search to further filter the protocols > Tap the drop-down under Facility, Measurement Area or Template Type, and tap the category of protocol you would like to view, or type in the keyword you would like to view in the Focus Area field > The protocol list on the right side of the screen will automatically adjust > Tap **Clear All** to return to viewing the complete list of protocols.

Assigning a new protocol

You can assign protocols to patients who are registered with Annie and who have not paused or stopped protocol messaging. (If a patient has paused and resumed Annie, active protocols will automatically resume; if the patient has stopped and wants to restart Annie, in addition to the patient sending the Start message to Annie, the patient will have to notify you that he or she wants to use Annie again, and you will have to reassign or create new protocols for the patient.) First search for and select the patient to whom you would like to assign a protocol > Tap **Assign New Protocol** > You will go to a list of protocols that have already been created (**NOTE:** You cannot create a new protocol in Staff View; protocols can only be created in Admin View) > You can search for and filter protocols by using the Filter box on the left-hand side of the screen (see the Viewing and Filtering Protocols section of this document) > Tap **Assign** for the protocol you would like to set up for your patient > A pop-up window will appear that asks if you would like to customize the protocol > Tap either:

- **Yes** – Adjust the protocol using the templates (See “Editing or viewing a protocol” section for detailed instructions) > Tap **Save** (or tap **Cancel**, and then tap **Yes** in the pop-up box to confirm you would like to cancel) > A pop-up Save window will appear confirming changes are saved > Tap **Okay** to close. The customized protocol will be assigned to the patient > When the protocol has been assigned you will be taken back to the Protocol screen where a brief message will say the protocol has successfully been assigned.
- **No** – No changes will be made to the existing protocol, and the protocol will be assigned as-is for the patient > When the protocol has been assigned you will be taken back to the Protocol screen where a brief message will say the protocol has successfully been assigned.
- **Cancel** – You will stay on the same screen with no changes made to the protocol or protocols assigned to the patient. **NOTE:** Validation warnings will convey whether or not you need to modify the information provided after you have customized the protocol and before you are able to save your changes.

NOTE: Before you assign a protocol, make sure the health readings information (e.g., blood pressure) requested is not already requested by another protocol. If more than one protocol asks for the same patient data, the duplicated data will not be properly tracked, and patients may be sent conflicting messages. For this reason, the system will not allow a clinician to assign a protocol that collects a duplicate reading.

2 Protocols

Enabled (2)

Disabled (0)

Draft (0)

Active Protocol(s)

Pain

Status

Assigned On:

11/25/2016

Last Edited On:

11/25/2016

Facility:

CHEYENNE VAMC

Focus Areas:

Pain, PN

Edited By:

MobileAppsProvider, One

Last Comment:

Protocol Assigned

Edit/View

Audit Trail

Reviewing protocol edit history

Tap **Audit Trail** on the protocol with a change history you would like to view > You will go to the protocol's Audit Trail screen > You will see an overview of the protocol, including:

- Edited On – Date and time the protocol was changed or updated.
- Edited By – Name of the VA clinician who last updated or changed the protocol.
- Edited Time – Time when the protocol was last changed or updated.
- Template – Indicates the template in which the changes were made.
- Audit Trail/Comment(s) – Notes pertaining to the change in status of a protocol, which may be a comment from the clinician, an action from the Veteran or an automatic message from Annie if a template end date has passed, as well as all of the changes to the protocol organized by template.

To return to the Protocols screen, tap the **Protocols** heading. You can also filter the results by date range. Tap the date or calendar icon under From and To to select a beginning and ending date range for the changes you would like to see > Tap **Reset** to clear the filters.

Rehabilitation Protocol Supporting Independent Living at Home: Audit Trail

Filter by Date Range

From

10/27/2016

To

10/27/2016

Reset

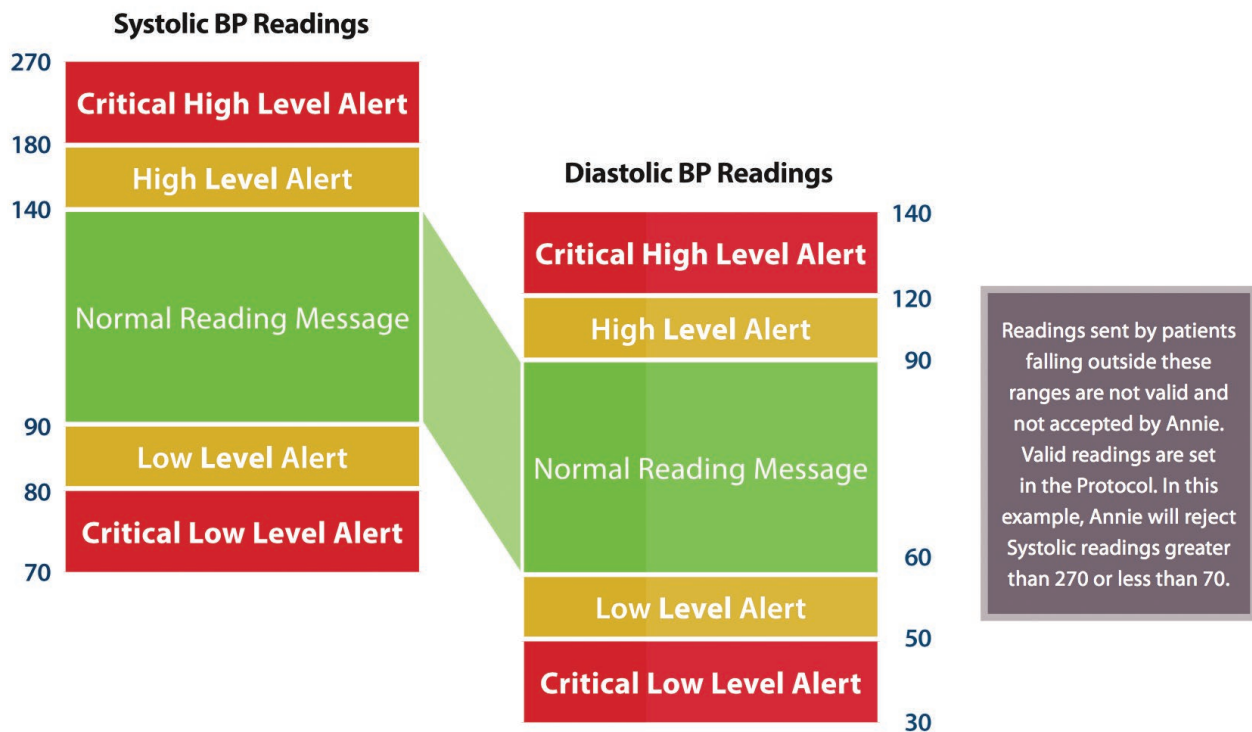
Edited On	Edited By	Edited Time	Template	Audit Trail/Comment(s)
10/27/2016	MobileApps Provider_One	10:58 AM	Protocol	Status set to "Active"
			Categorical: Every 1 week (At 9:00 AM)	Start Date set to "2016-11-03" End Date set to "2018-11-03"
			Categorical: Every 2 week (At 9:10 AM)	Start Date set to "2016-11-03" End Date set to "2018-11-03"
			Yes/No: Triggered	Triggered by Parent Template removed Triggered by Parent Template removed Triggered by Parent Template removed Triggered by Parent Template removed Triggered by Parent Template removed

Editing or viewing a protocol

Once inside the Patient Record in Staff View, if a protocol is active or a draft, you will be able to edit or view its details. Tap **Edit/View** under the active or draft protocol you would like to edit or view > You will go to the protocol's screen that shows its name, description and templates > Tap the template associated with the protocol that you would like to edit > A drop-down list of the protocol's settings will appear, which will depend on what type of protocol you are editing > Tap the settings heading you would like to edit, which will expand the template details below:

- **Schedule Settings** – Specify how often your messages should be sent by tapping the bar under Schedule > A drop-down menu will appear, and tap either:
 - **Once** – Your message will only be sent once based on the Service Message Start Time and the Template Start Date.
 - **Specified Days** – A “Select Days that Apply” section will appear > Tap the checkbox(es) next to the day(s) of the week on which you would like to send your message.
 - **Custom** – A “Time Between Each Cycle” section will appear > Type in a number in the left bar > Tap the right bar, and tap either **Minute, Hour, Day, Week, Month** or **Year** from the drop-down menu that appears. For example, if 12 hour(s) is selected, then a message will be sent every twelve hours based on the Service Message Start time.
 - **Triggered** – This applies to “chained templates,” and will cause the protocol to be sent only if a specific result is sent from the Veteran per a previously sent protocol. A “Triggered By” section will appear > Tap the drop down menus next to Triggered by Template and Triggered by Reading to select the specific event that will trigger the chained template to send a message to the Veteran.
- **(IMPORTANT:** If you are editing a Vitals template that requires a patient response, you have the option to tap the circle next to Yes or No to indicate if you would also like to receive any unscheduled readings your patient may send. Please always ensure that Yes is selected so that Annie will respond appropriately to all messages sent by patients.) > Tap the bar under Template Start Date > Tap a date on the pop-up calendar that appears > Tap the bar under Template End Date > Tap a date on the pop-up calendar that appears. **NOTE:** The Template Start Date is the first day messages associated with this template will be sent to the patient. The Template End Date is the last day messages associated with the template will be sent to the patient, as well as the final day the patient can send in readings to Annie. If you are working with a triggered template, it will be sent based on the timing of the earlier template in the chain.

- **Reading/Alerts Settings** – Edit the alerts or messages a patient receives based on his or her response to Annie. When you expand the section you will see the Template type that the protocol addresses in the Measurement box and the words or abbreviations related to the type of measurement in the Keywords box. These are the available words or abbreviations patients must use when they send in their readings, and cannot be edited in Staff View. You can edit the reading and alerts section based on the type of template you are viewing. The Vitals template is the most complex and a detailed explanation has been provided.
 - **Categorical Template** – Type in the list of accepted responses and the message associated with each > Tap the circle with a plus sign next to a response to add a new response below it, or tap the circle with the x in it to delete the response.
 - **Yes/No Template** – Type in the Yes and No responses that a Veteran will receive depending on how they answer the yes or no question.
 - **Scaled Response Template** – Type in the numeric range the Veteran can enter and the message associated with each > Tap the circle with a plus sign next to a range to add a new range below it, or tap the circle with the x in it to delete the range.
 - **Vitals Template** – In the Reading Parameter section, type in the lowest and highest valid or feasible reading levels (Annie will reject any reading outside of this range) and the message for a valid reading > If desired, in the Set Critical Low & High Level Alert and Set Low & High Level Alert sections, type in the threshold levels and messages associated with each. The Critical Low/Low Alert values and High/Critical High Alert values will have to fall within the valid reading range, as noted in the diagrams below. Additionally, the values for Low Alert and High Alert must be within the Critical Alert values, also as noted in the diagrams below. Any valid readings that do not fall within an Alert range are regarded as normal. The values you use will determine whether the readings from the patient trigger an alert back to the patient. Annie will send the message that corresponds with the range where the number falls.



- **Critical Low Level Alert** – Reading to trigger a Critical Low Level Alert Message to the patient. Valid readings at or below this range are considered very low.
- **Low Level Alert** – Reading to trigger a Low Level Alert Message to the patient. Valid readings at or below this range are considered to be low.
- **High Level Alert** – Reading to trigger a High Level Alert Message to the patient. Valid readings at or above this range are considered to be high.
- **Critical High Level Alert** – Reading to trigger a Critical High Level Alert Message to the patient. Valid readings at or above this range are considered to be very high.

You can also set Decreasing Values, Increasing Values and Repetitive Values alerts. For Decreasing and Increasing Value Alerts, type in the amount of decrease or increase over a period of time that should be flagged to the patient and the associated message sent. For the Repetitive Values alerts, specify the alert type, the count/number of occurrences of that alert and the number of days over which, if the specified alert type and occurrences is reached, the designated message will be sent out.



NOTE: Because readings do NOT trigger alerts to a VA clinician or health care team, make sure all threshold levels are clinically relevant to the patient and that the messages and alerts you create tell your patient what to do if a reading is too low or too high.

IMPORTANT: Please ensure that the threshold levels and messages are appropriate to your patient population and your facility's clinical procedures for providing care.

NOTE: If you edit a vitals template that collects blood pressure readings, then there are two reading parameters that will be sent by the patient to Annie, Systolic and Diastolic. As shown in the below screenshot, you can establish Alert threshold values and messages for the first parameter – systolic.

Message for Valid Reading *

☐ Select All

 Delete
  Add Message

☐

I've got it. Thanks for sending your blood pressure reading. Annie

94 characters remaining



Send Messages Randomly

OFF

Set Critical Low & High Level Alert

Critical Low Level Alert *

☐ Select All

 Delete
  Add Message

☐

80

Your BP is very low. Your blood pressure is below 80. Please contact your health care team about your BP.
 Thanks, Annie



41 characters remaining

Send Messages Randomly

OFF

Critical High Level Alert *

☐ Select All

 Delete
  Add Message

☐

180

Your BP is very high. Your blood pressure is above 180. Please contact your health care team about your BP.
 Thanks, Annie

39 characters remaining

While you can establish separate Alert threshold values for the second parameter, diastolic, you can't create separate messages, which is as shown in the next screenshot, for this parameter.

Reading Parameter Two: Diastolic (mmHg)

Lowest Valid Reading *

30

Highest Valid Reading *

140

Set Critical Low & High Level Alert

Critical Low Level Alert *

50

Critical High Level Alert *

120

Set Low & High Level Alert

Low Level Alert *

60

High Level Alert *

90

As such, if you refer to the Alert values in an Alert message, then please consider specifying both values in your message as in the following example: "Your BP is very low. The top is 80 or less, or the bottom is 50 or less. Please contact your health care team about your BP. Thanks, Annie."

- **Message Settings** – There are two types of message settings options and depend on the type of template you are using.
 - **Message Settings (for Vital, Categorical, Yes/No and Scaled Response)** – Type in a Service Message, which is the message that asks the patient to send in a reading (see "Writing an ideal message from Annie" for tips and best practices) > Type in the Reminder message, which is the message sent if the patient has not sent in a reading after being prompted (creating a reminder message is not required, but is strongly recommended to help ensure your patient submits readings and receives the appropriate responses from Annie) > Type a number into the bar beneath Amount of Time Between Reminders > Tap the bar under Select Time Schedule, and tap **Minute, Hour, Day, Week, Month** or **Year** from the drop-down menu that appears > Type a number into the bar beneath Number of Times Reminder Message is Sent.
 - **Message Settings (for Motivational/Educational)** – Type in a message (up to 160 characters) > If desired, tap **Add Message** to create more than one message, and Annie will send the messages in the order that appears in the list. To start or stop sending multiple messages randomly tap the On/Off Send Messages Randomly button. If the messages are not random the list is repeated after the last message is sent. To remove a message tap **Delete Message** > Tap the checkbox(es) next to the messages you would like to delete > Tap **Delete Selected Messages**.

Tap **Save** > Validation warnings will convey whether or not you need to modify the information provided before you are able to save your changes. If not, a pop-up box will appear confirming that your changes have been saved > Tap **Okay**. You will return to the Protocols screen. To delete a template, tap the trash can icon of the template you want to delete > A pop-up Delete Confirmation box will appear confirming you would like to delete > Tap **Confirm** to delete the message or **Cancel** to return to the Protocols screen without deleting the protocol.

Adjusting the account settings to register and update your patient's information

Once inside the Patient Record in Staff View, tap **Account Settings** under the patient name at the top of the screen, and you will go to an Account screen > Tap on one of the four tabs, which will expand settings management options beneath each tab:

- **Consent to Participate** – Either to register a new patient with Annie, obtain the informed consent of a patient to participate in protocol messaging or to review conditions with him or her, tap **Annie Information and Disclosure Factsheet** > A pop-up box with background information about Annie, patient responsibilities and risks will appear > Read over the information, and provide an overview to your patient to make sure he/she understands and consents to the Annie messaging service > Tap **Dismiss** to close the box > Tap the checkbox next to “Patient-Provider Informed Consent Discussion Occurred” to confirm the patient understands and agrees to participate in Annie.
NOTE: You may notice that some of the information in these sections is already filled out if the patient has self-registered to use Annie. However, you will still need to discuss Consent with your patients in order for them to use the Protocols features of Annie, otherwise they are limited to only receiving appointment reminders and medical facility broadcast messages.
IMPORTANT: While the checkbox is only selected once, the patient's informed consent to use Annie should be obtained each time a new protocol is assigned to the patient and the consent/assignment noted in CPRS.
- **Appointment/Info Messages** – Tap the checkbox(es) next to Appointment Reminders and/or VAMC Facility Messages depending on the types of messages your patient would like to receive. If you checked Appointment Reminders, then a reminder will be sent to the patient one day and three days in advance of the appointment. If you checked VAMC Facility Messages, tap the bar under Select a Facility, and tap one of the medical facility names from the drop-down menu that appears.
- **Patient's Preferences** – Tap the circle next to the type of device your patient uses. If your patient would like to use the smartphone app, you can also tap the checkbox to sign your patient up for receiving a generic SMS text notice from Annie indicating to your patient that he or she has received a new message within the app.
- **Patient Info** – Your patient's name and other identifying information will appear, which is pulled from Department of Defense data or his or her record in CPRS and will not be editable. Type in your patient's mobile phone number > Tap the bar under Time Zone, and tap the preferred time zone from the drop-down menu that appears > If desired, type in your patient's home phone number and email address.

Tap **Save**. Validation warnings will convey whether or not you need to modify the information provided before you are able to save your changes. To exit without saving changes, tap **Cancel**.

MobileAppsVeteran, One

Account Settings

DOB: 01/19/1902
Age: 114
Mobile Phone: 1-333-333-3333
Status: Participating
Last Status Change: 11/22/2016

Gender: Male
SSN: 555-99-9970
Resend Invitation

Patient Summary | Patient Search | Protocols | Message History | Reports

Account

* indicates a required field

- + Consent to Participate
- + Appointment/Info Messages
- + Patient's Preferences
- + Patient Info

Save Cancel

Message History

Read the conversations between Annie and your patient.

Account Settings

MobileAppsVeteran, One
 Age: 114
 Mobile Phone: 1-555-555-5555
 Status: Participating
 Last Status Change: 09/09/2016

SSN: 555-99-9970
 Resend Invitation

Patient Summary

Patient Search

Protocols

Message History

Reports

Message History

From

09/07/2016

To

10/27/2016

Reset

Show All

Protocol

Broadcast

Appointment Reminder

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	...
Protocol	Date ▼	Time	Alert	Message	Status															
Ⓢ testing 9/8/2016	10/27/2016	17:50:00	—	Reminder Please enter your oxygen in the format OX95 Thank you Annie	Sent															
Ⓢ testing 9/8/2016	10/27/2016	17:45:00	—	Please enter your oxygen in the format OX95 Thank you Annie	Sent															
Ⓢ testing 9/8/2016	10/27/2016	16:50:00	—	Reminder Please enter your oxygen in the format OX95 Thank you Annie	Sent															
Ⓢ testing 9/8/2016	10/27/2016	16:45:00	—	Please enter your oxygen in the format OX95 Thank you Annie	Sent															

Viewing a patient's message history

Search for and select a patient whose message history you would like to view > Tap the **Message History** tab > You will see the details of the messages exchanged between Annie and your patient:

- Protocol – Name of the protocol.
- Date – Date the message was sent. Tap the ▲ or ▼ to change whether the messages will display from most recent to least recent.
- Time – Time the message was sent.
- Alert – A red diamond with an exclamation point will appear if the patient's submitted health data breaches the tolerance threshold for Critically High or Critically Low parameters set within the protocol template.
- Message – The actual contents of the message sent from either Annie or your patient.
- Status – Whether the message was sent or received by Annie.

Filtering message history

If you are looking for specific information or would only like to view part of the conversation between Annie and your patient, you can filter the message history by type and date. You can choose from:

- From – Tap the calendar icon or date beneath the From heading > A pop-up calendar will appear > Tap a date from where you would like the conversation to start.
- To – Tap the calendar icon or date beneath the To heading > A pop-up calendar will appear > Tap a date from where you would like the conversation to end.
- Show All – Tap the Show All icon > You will see all messages exchanged with the patient > Tap the numbers above or below the list to navigate to the next page of messages.
- Protocols – Tap the Protocol icon > Your screen will adjust to help you filter further > Tap either All or one of your patients specific protocols based on status (All, Sent or Received) or Measurement Area (the specific reading being referenced).
- Broadcast – Tap the Broadcast icon> You will see a list of all Broadcast Message sent to the patient.
- Appointment Reminder – Tap the Appointment Reminder icon> You will see a list of all Appointment Reminders sent to the patient.

The messages will update to reflect the filters. To go back to seeing every message exchanged between Annie and your patient, tap **Reset**.

Reports

Based on the readings a patient has sent to Annie, the Annie App for Clinicians will be able to display a report. The report consists of a chart and a table of a patient's readings information.

Viewing your patient's reports

First search for and select a patient whose reports you would like to view. Then tap the Reports tab > Under Filters, tap the measurements under the Readings heading you would like to view > Tap either **1w** (one week), **1m** (one month), **3m** (three months), **6m** (six months), **1y** (one year) or **All** to adjust the data covered in the report. **NOTE:** If your patient has not submitted adequate data, some buttons will not be available. A summary of the selected readings will be on the right including the lowest reading, the highest reading, the average and current readings and the number of days data was sent over the time period selected.

To see the data in graphical or table format, tap **Combined Report** (to view all measurements selected) or **Reports** next to a specific measurement > You will go to a graph of the selected data > Tap **Table** to view the data as a table and **Chart** to return to the graph from the table.

The screenshot displays the 'Reports' section of the Annie App. At the top, there are navigation tabs: Patient Summary, Patient Search, Protocols, Message History, and Reports (which is highlighted). Below the Reports tab, the title 'Reports' is shown, followed by '6 Month Summary' and a 'Combined Report' button with a bar chart icon.

On the left side, there is a 'Filters' section. Under 'Readings', several checkboxes are listed and checked: Blood Glucose, Blood Pressure, Caloric Intake, Glucose Before Eating, Pulse, Pulse Oximetry (SpO2), Temperature, and Weight. Below this is a 'Date Range' section with buttons for 1W, 1M, 3M, 6M (selected), 1Y, and All. A 'Reset' button is located at the bottom of the filters.

On the right side, there are three summary cards, each with a bar chart icon and a 'Report' button:

- Weight:**

Weight	Lowest	Highest	Average	Current	Days Reporting
lbs	100	300	214	200	2
- Pulse Oximetry (SpO2):**

SpO2	Lowest	Highest	Average	Current	Days Reporting
% Sat	87	99	94	95	3
- Caloric Intake:**

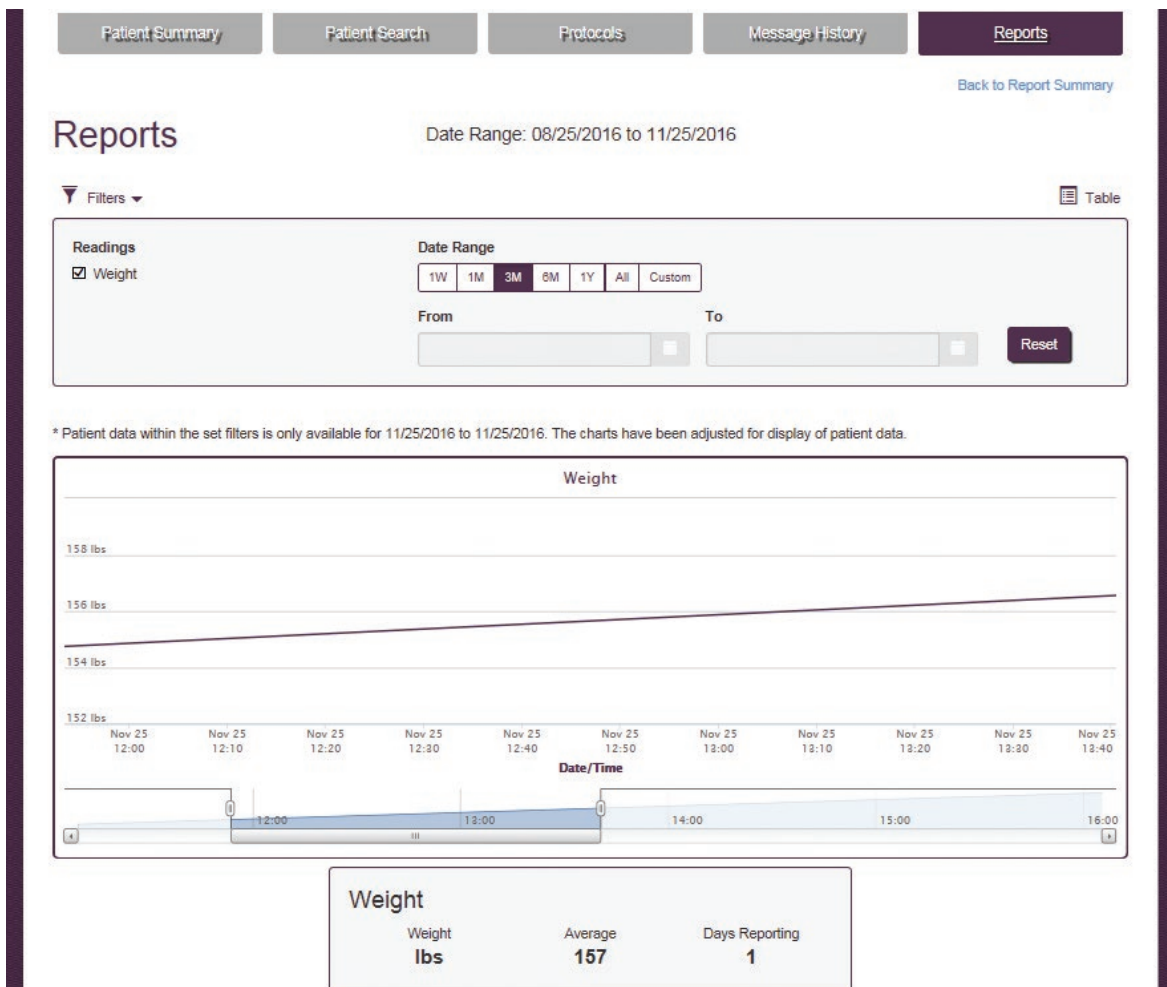
Calories	Lowest	Highest	Average	Current	Days Reporting

Adjusting the reports

You can change the information shown through the filter. To access the filter, tap **Filter** then use the following options to adjust the data shown:

- Readings - Tap the checkbox(es) next to the measurements you would like to view.
- Date Range - Tap **1w, 1m, 3m, 6m, 1y, All** or **Custom**, and enter the From and To dates for which you wish to view the data.
- Navigator - Use the Navigator to adjust the readings shown in the Graph and Table. The Date/Time Line will change accordingly, as will the Date Range. If you tap an oval on the Navigator, you can shorten or lengthen the Date Range. If you move the horizontal scroll bar, you can slide to see the dates and data that fall within the set Date Range. For example, if you set the vertical bars so that the window of time is for two months, you can then use the scroll bar to move the two-month time frame from April-June to September-November.

KEY TAKEAWAYS: The entirety of data available for a reading is always shown in the Navigator. The graph data shown in the chart depends on how you use the Date Range and Navigator. Any one of these can be used to limit or expand the data shown. As an example, by dragging the leftmost oval on the Navigator to the right, less data is shown in the chart. If there is a lot of data displayed (e.g., cluster of points), you can use the navigator to zoom in and out to view the trend more clearly. The Date/Time Line is the horizontal line, or axis, for the chart and changes as the data being viewed is changed. The Date/Time Line is the horizontal reference for the data shown in the Graph section of the Chart.



Admin View

When using the Annie App for Clinicians Admin View, you can add, audit and edit/view protocols. The protocols created can be assigned using the Staff View. **NOTE:** Admin View will show you all protocols that have been set up and are available for use.

Protocols

Add Protocol

Please complete information about the new protocol. * indicates as a required field.

Protocol Name *

Description *

Focus Area *

Tags ie: blood pressure, glucose before eating

Next

Understanding protocols

Protocols use templates that collect and send information to your patient. Protocols can be accessed by any Annie App for Clinician's user, so you can use protocols other users have created. There are multiple types of protocol templates:

- **Vitals** – The Vitals template is to request and receive readings from patients, such as blood pressure. You will have the option for designating the lowest and highest feasible readings for patients in the Reading/Alerts section of the Vitals template. **NOTE:** Patients will receive alerts if their readings are below or above the thresholds you set, so be sure to create thresholds that are clinically relevant and that the alert messages you create tell patients what to do if their readings are too low or too high.
- **Motivational/Educational** – The Motivational/Educational template is to send messages to patients that do not request a response, but help motivate or educate patients. **NOTE:** Pre-drafted Motivational/Educational messages are not built into Annie; you will need to write messages or edit a protocol that has already created motivational/educational messages.

- **Categorical** – The Categorical template is to request and receive measurements and information from patients that may be more qualitative than vital readings, such as mood over time. You can designate accepted responses, and whichever response a Veteran chooses will trigger a specific response from Annie (e.g., acknowledging that a Veteran is “happy” or “sad”). **NOTE:** Additional messages to the patient may be triggered depending on the patient response.
- **Yes/No** – The Yes/No template is to request and receive a response to yes/no questions, such as “did you exercise today?” **NOTE:** Additional messages to the patient may be triggered depending on the patient response.
- **Scaled Response** – The Scaled Response template is to request and receive a numeric response to a question, such as asking the patient to rank their pain on a scale of one to ten. You can designate a value for the lowest and highest valid reading, and patients will receive an alert if their readings fall outside that threshold. **NOTE:** Additional messages to the patient may be triggered depending on the patient response.

IMPORTANT: Messages sent to patients should NEVER reference Section 7332 information, which includes information pertaining to drug abuse, alcoholism or alcohol abuse, infection with the human immunodeficiency virus (HIV) or sickle cell anemia. VA’s approval to use the system is conditional on the exclusion of this information.

Writing an ideal message

Each protocol has a message area, which you can draft in the Admin View and customize in the Staff View, and will be the exact message the patient receives. **REMEMBER:** Messages are designed to motivate and help patients improve their self-care, so write all messages in ways that are inspiring and friendly. Here are a few examples of ideal messages:

- **Service Message** = “Hi, it’s Annie. Please take your Blood Pressure twice, average your readings, and send me the result in the following format: BP 120 80”
- **Reminder Message** = “Hi, it’s Annie again. I haven’t received your BP reading yet. Please send me the average of your two readings in the following format: BP 120 80”
- **Message for Valid Reading** = “I’ve got it. Thanks for sending your blood pressure reading. Annie”
- **Message for Critical Low Level Alert** = “Your BP is very low. The top is 80 or less, or the bottom is 50 or less. Please contact your health care team about your BP. Thanks, Annie”
- **Motivational/Educational Message** = “With a condition like high blood pressure, you are more important than your doctor. He or she just gives advice, but you must DO IT, which is harder. Annie”
- **Motivational/Educational Message** = “When measuring your BP, sit quietly and avoid talking for five minutes before you check. Take care, Annie”
- **Yes/No Message** = Did you complete your daily exercise? Reply “Exercise yes” or “Exercise No”
- **Message for Negative Response to “Exercise No”** = It happens. Maybe try walking around, get your blood pumping. You might feel better.”
- **Categorical Message** = “Hi, Annie here. How do you feel today? Please send one of the following responses: happy, sad, anxious, with the keyword “emotional” or “emo””
- **Scaled Response Message** = “Hi, this is Annie checking in. How would you rate your pain today on a scale of 1 to 10? Please send your response in the following format: Pain 2”

If you request a reading that requires the patient to respond, please include the format and key word they should use in their response within the Service and Reminder Messages, which are explained below. When a patient responds to a request from Annie to send in a reading (e.g., blood pressure measurement), the response **MUST START** with a keyword or abbreviation so that Annie understands the message. Annie uses these keywords to know what kind of information the patient is sending. The letters can be upper or lower case. Spelling has to be EXACT. Depending on the information the patient is sending, the message must begin with one of the following keywords or abbreviations (see terms in bold):

When Annie requests this information	The patient must start the message response with
Blood Pressure	BP or BLOOD
Pulse Oximetry (SpO2) or Oxygen level	OX or OXYGEN
Blood Glucose or Sugar	BG or GLUCOSE or SUGAR
Glucose Before Eating	BGB or BEFORE
Glucose After Eating	BGA or AFTER
Weight Loss	WE or WEIGHT
Caloric Intake	CAL or CALORIES
Amount of Exercise	EXE or EXERCISE
Temperature	TEMP
Pulse	PULSE

For example, if the request is to send in a temperature reading, then write the Service and Reminder messages to include the appropriate keyword or abbreviation. "Please send me your temperature in the following format: TEMP 98." Again, if the patient responds without using the correct format, Annie will not understand the message.

Adding a protocol

Tap **Add Protocol** > You will go to a Protocols screen > Type in the Protocol Name, Description, Facility Name and Focus Area (The Focus Area is like a tag that will help you categorize the protocol (e.g., blood pressure)) so that later you or other app users can search for the Focus Area > Tap **Add a Template**, and tap the template you would like to use:

- **Vitals** – The Vitals template is for requesting and receiving readings from a patient, such as blood pressure.
- **Motivational/Educational** – The Motivational/Educational template is for sending messages that are designed to help motivate or educate your patient. (These messages do not request a reading).
- **Categorical** – The Categorical template is for requesting measurements and information from patients that may be more qualitative than vital readings, such as mood over time.
- **Yes/No** – The Yes/No template is for questions that require a Yes or No answer.
- **Scaled Response** – The Scaled Response template is for requesting a numeric response to a question, such as asking the patient to rank their pain on a scale of one to ten.

After selecting the type of protocol, you will need to complete the template settings for the protocol, and the format will depend on the type of protocol you selected. Tap the headings of the settings you may need to complete, which will expand the template details below > Set the details of the setting, usually by tapping to fill in a circle or to select an option from a drop-down menu (For more information, see the “Editing and viewing a protocol” section in Staff View) > Tap **Save** > A pop-up Success box appears that confirms you created a new template > Tap **OK**. You will be taken back to the Protocols screen. **NOTE:** Clinical administrators have the ability to delete and/or copy templates, but staff users do not.

Protocols

Add Protocol

Save Save as Draft Cancel

Please complete information about the new protocol. * indicates a required field.

Protocol Name *

Description *

Facility Name *

CHEYENNE VAMC

Focus Areas *

Tags, e.g.: blood pressure, glucose before eating

Add a tag

Template(s)

Select a template(s) to customize.

Copy Template Add a Template

Save Save as Draft Cancel

IMPORTANT: (1) If you are adding a Vitals template, you have the option in the Schedule Settings to tap the circle next to Yes or No pertaining to whether you would like to receive any unscheduled readings from your patient. Please always ensure that Yes is selected so that Annie will respond appropriately to all messages sent by patients. **(2)** Please ensure that the threshold levels and messages for your Vital template are appropriate to your patient population and your medical facility's clinical procedures for providing care. **(3)** Creating a reminder message is not required, but is strongly recommended to help ensure your patient submits readings and receives the appropriate responses from Annie.

NOTE: The Start Period and End Period within the Schedule Settings pertain to the timeframe that the protocol will send messages after assignment to a patient in the Staff View. The timeframe is relative to the date the protocol is assigned to a patient. If the Start Period specified is one month, then the template will initiate one month after the date of assignment to a patient. If the clinician assigns this protocol on May 1, then the Template Start Date in the Staff View will be June 1, and it will initiate messages on June 1. Similarly, the End Period is relative to the Start Period. If the End Period is two months, then that is two months after the protocol initiates. In our example above and with an End Period of two months, the Template End Date would be August 1 in the Staff View and the template would end on August 1. Importantly, the Start Period and End Period do NOT have an impact on the ability to disable a protocol.

NOTE: Validation warnings will convey whether or not you need to modify the information provided after you have added a new protocol and before you are able to save your changes.

Reviewing protocol edit history

Tap **Audit Trail** on the protocol with a edit history you would like to view > You will go to the protocol's Audit Trail screen > You will see an overview of the protocol, including:

- Edited On – Date the protocol was changed or updated.
- Edited By – Name of the VA clinical administrator who last updated or changed the protocol.
- Edited Time – Time when the protocol was last changed or updated.
- Template – Indicates the template in which the changes were made.
- Audit Trail/Comment(s) – Notes pertaining to the change in status of a protocol, which may be a comment from a clinical administrator, as well as all of the changes to the protocol organized by template.

To return to the Protocols screen, tap the **Protocols** heading.

Editing or viewing a protocol

If a protocol is enabled, you will be able to edit or view its details. Tap **Edit/View** under the protocol you would like to edit or view > You will go to the protocol's screen, which shows its name, description, focus area and template(s) you set up > Adjust the areas like you would when setting up the protocol > Tap **Save**. To exit without saving, tap **Cancel**.

NOTE: Validation warnings will convey whether or not you need to modify the information provided after you have modified a protocol and before you are able to save your changes.

NOTE: Clinical administrators can copy protocols if they want to reuse the same one and make tweaks to the templates, facility name, etc. Staff users do not have this capability.

Enabling or disabling a protocol

Tap the On/Off circle next to Status > A pop-up box will appear asking if you are certain you want to enable or disable the protocol > Type in the reason for the change > Tap **OK**. **NOTE:** Once a protocol is disabled in Admin View, it cannot be assigned in Staff View.

Broadcast Admin

Broadcast Admin allows you to send messages on behalf of your VA medical facility to all patients who are registered in Annie and opt in to receive messages from your facility. **NOTE:** Only certain staff members designated by the facility will have Broadcast Admin rights.

VA Facility Broadcast Messages + Add Message

Created From: 11/03/2014 📅 Created To: 01/15/2015 📅

Progress: All ⌵ View: All ⌵

Reset

1 2

Simple Weekly Message Created By: MobileAppsProvider, One
Created On: 01/15/2015
Progress: Delivery In Progress

Message This simple message is sent out on a weekly basis.

Schedule 01/15/2015 – 02/15/2015
@ 1:00 AM

Status ☒ Enable ☐ Disable

Edit/View

Adding a Broadcast Message

To create a new broadcast message, tap **Add Message** > Type in the title up to 40 characters (the title will not be sent as part of the message) > Type your message up to 160 characters > Specify how often your messages should be sent by tapping the bar next to Schedule > A drop-down menu will appear, and tap either:

- **Once** – Your message will only be sent once based on the Send Message Time and Start Date.
- **Specified Days** – A “Select Days that Apply” section will appear > Tap the checkboxes next to the day(s) of the week on which you would like to send your message.
- **Custom** – A “Time Between Each Cycle” section will appear > Type in a number in the left bar > Tap the right bar, and tap either **Minute, Hour, Day, Week, Month** or **Year** from the drop-down menu that appears.

Under Send Message Time, tap on the bars to choose the hour, minutes and AM/PM from the drop-down menus that appear > Tap the bar under Start Date, and a pop-up calendar will appear > Tap on a date on the calendar to specify when you would like to start sending your message > Tap the bar under End Date, and a pop-up calendar will appear > Tap on a date on the calendar to specify when you would like to stop sending your message (If you would like to send your message only on one day, choose the same Start Date and End Date) > Tap **Save** > A Save pop-up window will appear confirming your changes have been saved > Tap **OK**.

NOTE: Validation warnings will convey whether or not you need to modify the information provided before you are able to save

your Broadcast message.

Sorting your Broadcast Messages

After you have created messages, you can easily find them by using any or all of the filters on the Broadcast Admin main screen:

- Created From – Tap on the calendar icon > Tap on a date.
- Created To – Tap on the calendar icon > Tap on a date.
- Progress – Tap the bar beneath the Progress heading > A drop-down menu will appear > Tap either **All, Pending Delivery** (a message that has been created but not yet sent because it is before its scheduled delivery), **Delivery in Progress** (messages that reoccur and have begun being sent, but have not completed their cycle) or **Delivered** (messages have been delivered to recipients, and for reoccurring messages, there are no more messages in the series to send). For example, a Broadcast Message scheduled to be sent each day of the week at 9:00 AM has a status of Pending Delivery before the Start Date associated with the message. During the week of delivery, it has a status of Delivery in Progress. On the last day of the week after 9:00 AM, it will have a status of Delivered.
- View – Tap on the bar beneath the View heading > A drop-down menu will appear > Tap either **All, Created By Me, Enabled** or **Disabled**.

As you change the filters, the messages below will adjust accordingly. To go back to all of your messages, tap **Reset**.

Editing a Broadcast Message

You can enable or disable a message by tapping on either the **Enable** or **Disable** radio buttons in the Status row of a Broadcast Message's information. To edit a message, tap **Edit/View** > You will be taken to an Edit Message screen > You can edit the Title, Message, Schedule, Send Message Time, Start and End Date just as you would add a new message > Tap **Save** or **Cancel** to return to the Broadcast Admin screen.

NOTE: Validation warnings will convey whether or not you need to modify the information provided before you are able to save your edits to a Broadcast message.

System Admin

System Admin (only available to a limited number of users) allows you to manage permissions for staff users, edit the response messages for Annie's text commands (Help, Pause, Resume, Start, Stop), set default values for measurements and create new measurement readings. **NOTE:** Only certain staff members designated by the facility will have System Admin rights.

Manage Staff

To manage staff permissions, tap **Manage Staff** > Tap the radio button next to where you would like to search for staff, within Annie or Other VA Databases > Enter the last name of the staff member you wish to find > Tap **Search** > A list of staff members who match your search will appear > Tap on the staff member you would like to view > Under select Permissions, check the box next to give access or uncheck the box to remove access to Broadcast Admin or Clinical Administration (Admin View) > Tap **Save** (or tap **Cancel**, and then tap **Yes** in the pop-up box to confirm you would like to cancel) > A pop-up **Success** box appears that confirms the changes > Tap **OK** to return to the Manage Staff screen.

Text Commands

To edit the text command response messages, tap **Text Commands** > Tap the text command you wish to edit, which will expand the text command details below > Type in a message (up to 160 characters) > Tap **Save** (or tap **Cancel**, and then tap **Yes** in the pop-up box to confirm you would like to cancel) > A pop-up **Success** box appears that confirms the changes > Tap **OK**.

Measurement Settings

To set or edit default values for measurements, tap **Measurement Settings** > Tap **Settings** of the measurement you would like to set default values for (You cannot change the Measurement/Name, Keywords, Reading or Unit of the measurement) > Type in the Lowest Valid Reading, Highest Valid Reading, Critical Low Level Alert, Critical High Level Alert, Low Level Alert and High Level Alert > Tap **Save** (or tap **Cancel**, and then tap **Yes** in the pop-up box to confirm you would like to cancel) > A pop-up **Success** box appears that confirms the changes > Tap **OK**. You will be taken to the Measurement Settings screen.

To create new default values for measurements, tap **Measurement Settings** > Tap **Create New Measurement** > Type in the Measurement/Name, Keywords, Reading, Unit of the measurement as well as the Lowest Valid Reading, Highest Valid Reading, Critical Low Level Alert, Critical High Level Alert, Low Level Alert and High Level Alert > Tap **Save** (or tap **Cancel**, and then tap **Yes** in the pop-up box to confirm you would like to cancel) > A pop-up **Success** box appears that confirms the changes > Tap **OK**. You will be taken to the Measurement Settings screen.

Help and Additional Information

Additional training materials for the Annie App for Clinicians

More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on mobile.va.gov/appstore, and search for the app to access the resources. To go to the site from the app, tap the **Help** tab at the top of the screen, and tap the **Training Materials** hyperlink.

Help Desk Information

If you need technical assistance with the Annie App for Clinicians, dial **1-844-482-6624** to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial 711.

Emergencies

If you feel that you or your patient's information may have been compromised, contact your local VA medical facility to obtain the contact information for your Privacy Officer. To locate your local VA medical facility, visit VA's Facility Locator: at <http://www.va.gov/directory/guide/home.asp?isflash=1>. **NOTE:** You should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.

Appendices

Appendix #1: Project References

This app was developed in collaboration with the United Kingdom's National Health Service according to an approved concept paper. The app was tested to ensure optimal functionality and based on a system in use by the United Kingdom's National Health Service. Subject Matter Experts for the Annie App development were: Neil Evans, MD; Susan Woods, MD, MPH; Keith McInnes, ScD; Ralph Strenglein; Beth Powell, RN; and many others.

Appendix #2: Glossary

App – an application or software program that can be accessed through a website or mobile device and is designed to fulfill a particular purpose

CPRS (Computerized Patient Record System) – a VA computer application that enables credentialed VA health care professionals to enter, review and update all the information connected with any patient

Protocol – template of rules governing the information patients receive and send to Annie

VA – Department of Veterans Affairs

VA Mobile Health – an initiative that aims to improve Veterans' health by providing technologies to expand care beyond the traditional office visit and that includes the creation of secure mobile apps to leverage the popularity of wireless technologies to support Veterans, Caregivers and VA care teams [More at: mobile.va.gov]